



Volunteer Opportunity

Boston Harbor Islands Welcome Center

Boston Harbor Islands National Park Area

Spring/Summer/Fall

SEEKING:

Volunteers to assist rangers in welcoming visitors to the Harbor Islands from downtown Boston.

ABOUT THE PARK:

The Boston Harbor Islands national park area (BOHA) includes 34 islands and peninsulas situated within the large "C" shape of the Greater Boston shoreline. The islands are rich in natural and cultural resources, and are managed by a unique, 13-member Partnership. The Boston Harbor Islands Partnership represents a range of federal, state, city, and nonprofit agencies. Visit bostonharborislands.org for more information.

ABOUT THE PAVILION: The Boston Harbor Islands Welcome Center is the first official gateway to Boston Harbor Islands national park area. The purpose of the pavilion is to provide visitor information and orientation about the park, park ferry, and park programs as well as provide information about activities on the Rose Kennedy Greenway, and the Boston Waterfront.

DUTIES/WORKING ENVIRONMENT:

Work will consist of assisting rangers at Boston Harbor Islands Pavilion on specific days and shifts. Specific duties include answering questions from the public and providing verbal and printed information as needed; providing visitors with clear instructions on how to plan their trip on the park ferry; informing visitors about programs and events; and, giving general park orientation. Additional support tasks include gathering materials needed from the main office, statistical information (tallying public contacts) and alerting rangers of any visitor service needs or issues that may arise.

QUALIFICATIONS/PHYSICAL REQUIREMENTS:

Previous experience is not required, but prior customer service training is helpful. Willingness to work as part of a team, with a variety of partners, is essential. Volunteers should enjoy working with the public, and be able to keep their composure in stressful and distracting situations. Volunteers must be able to commit to a regular schedule, be willing to learn about the park, Boston's waterfront, and nearby attractions. Attendance at one park-held training session is required, additional training will be provided at worksite.

The work is performed primarily at the Welcome Center, which is an open-air exhibit, defined by two sculptural canopies. In this setting, volunteers should expect regular and recurring exposure to moderate discomforts, e.g., high or low temperatures, or adverse weather conditions. Interactions with visitors will be dynamic; rangers and volunteers are not confined to a kiosk, or desk space. The work involves standing for the majority of the shift, (though there is a stool available) with the possibility of some walking and carrying a backpack.

TIME COMMITMENT:

A minimum commitment of 10 shifts per season (May-October) is required. Completion of online course Informal Visitor Contacts and attendance at one park-held training session are required, date and time to be announced. We welcome help for all shifts, but volunteers are particularly needed on Fridays, Saturdays and Sundays. Shifts are described below:

Spring (early-May – late-June) and **Summer to Fall** (early-September to Columbus Day)
9:30am – 12:30pm, 11:30am – 2:30 pm & 1:30pm – 4:30pm

HOW TO APPLY:

Interested candidates should send their resume or biography along with details of their availability to Bonnie Schwartz, Community Volunteer Ambassador, at bonnie_schwartz@partner.nps.gov.